



University of Kelaniya – Sri Lanka

External Examinations Branch

**Bachelor of Commerce (Special) Degree Third Examination (External)- 2010
December 2011/ January 2012**

Faculty of Commerce and Management

BCOME 3015 - Human Resource Management

No. of Questions: Six (06)

Time: 03 hours

Answer only five (05) questions.

- (01) a) Name three functions of Human Resource Management. (03 marks)
- b) Differentiate between Strategic Human Resource Management and Human Resource Management? (05 marks)
- c) Is HR Planning only relevant to large organizations or should small businesses do HR Planning too? Explain with suitable examples. (12 marks)
- (Total 20 marks)
- (02) a) Name three roles of a Human Resource Manager? (03 marks)
- b) Differentiate between soft HRM and hard HRM? (05 marks)
- c) Explain one of the HRM models mentioned below.
- i). Harvard Model
 - ii). Warwick Model
 - iii). Dave Ulrich's Multiple Role Model
- (12 Marks)
- (Total 20 marks)
- (03) a) What is collective bargaining? (03 marks)
- b) What are the modes available for dispute resolution? Explain briefly. (05 marks)
- c) "Trade unions are strong in public sector, although they are weak in the informal private sector." Do you agree with this statement? Explain. (12 marks)
- (Total 20 marks)

- (04) a) Define the term 'Occupational Health and Safety'.
(03 marks)
- b) What are the activities that an employer can take in order to improve the occupational health and safety within the work premises.
(05 marks)
- c) "Performance appraisal can be either subjective oriented or objective oriented". Explain this statement referring to the performance review methods and the consequences of them.
(12 marks)
(Total 20 marks)

- (05) a) Name the sources available to attract candidates for a particular job?
(05 marks)
- b) What are the benefits and drawbacks of interviews as a selection tool?
(06 marks)
- c) How does PEST factors affect to HRM?
(09 marks)
(Total 20 marks)

- (06) a) Name methods of training employees.
(03 marks)
- b) Why it is important to carry out an employee orientation program for the new recruits?
(05 marks)
- c) "Training employees is an investment and it requires returns". Explain.
(12 marks)
(Total 20 marks)